



2024

WorkQuest

MARKETING
REPORT





2024

MARKETING
REPORT

Contents

2	<i>WorksWonders</i>	10	Profile: Joshua Pfuntner
3	A Message From the President and CEO	12	Profile: Paulina Corral
4	Who We Are	14	How We Help
5	Who We Serve	15	How We've Grown
6	How It Works	16	CRP Partners
8	Profile: Andy Millard	17	WorkQuest Central Store

WorkQuest

WorksWonders

TO HELP ENHANCE FAMILIARITY and increase involvement among purchasers from state agencies, municipalities, school districts and other political subdivisions, the State Use Program adopted a brand – *WorksWonders*.

WorksWonders is a phrase demonstrating the mutually beneficial partnership involving Texans with disabilities and the state and local government entities that purchase the products, services and temporary employment services they offer through statewide Community Rehabilitation Programs.

It is our hope that more and more governmental entities take advantage of the many benefits associated with *WorksWonders*, and that the logo will someday be instantly recognized in Texas and across the U.S. as the mark of a quality product or service offered by a Texas worker with disabilities.

The logo for WorksWonders features the word "Works" in a dark green, sans-serif font, with three small green circles to its left. Below "Works" is the word "Wonders" in a lighter green, sans-serif font.



A Message From the President and Chief Executive Officer

FRED M. WEBER, JR.

ON BEHALF OF WORKQUEST, I would like to take this opportunity to extend our gratitude for your commitment to the *WorksWonders* Program's goal of enhancing the lives of Texans with disabilities.

The accomplishments detailed in this report reflect the dedicated spirit and perseverance that these individuals continually display, and their determination and accomplishments have helped to establish the *WorksWonders* Program as one of the most successful of its kind in the nation. It takes a combined effort from the Texas Workforce Commission, our Community Rehabilitation Program (CRP) partners, their hardworking employees and our steadfast customer base to ensure that this Program continues to succeed, not only in providing greater employment through job placement but also in increasing wage and benefit growth year after year.

In 2023, the *WorksWonders* Program employed almost 6,500 Texans with disabilities and paid more than \$74 million

in wages and benefits to those individuals. This report highlights a few current employees working on Program contracts, includes WorkQuest's "Top 10" customers for products, services and temporary employment services, and reviews the Program's growth in sales and wages.

The *WorksWonders* Program provides purposeful employment opportunities and the chance to earn meaningful wages to individuals all across the state of Texas, and your ongoing support allows the Program to continually expand and provide greater product and service offerings to more communities. It is because of your partnership that this Program has been able to flourish and positively affect the lives of countless individuals.

As we look forward to another exciting year, we thank you for all that you do to ensure that the *WorksWonders* Program is able to continue benefiting not only individuals with disabilities, but all Texans.



Who We Are

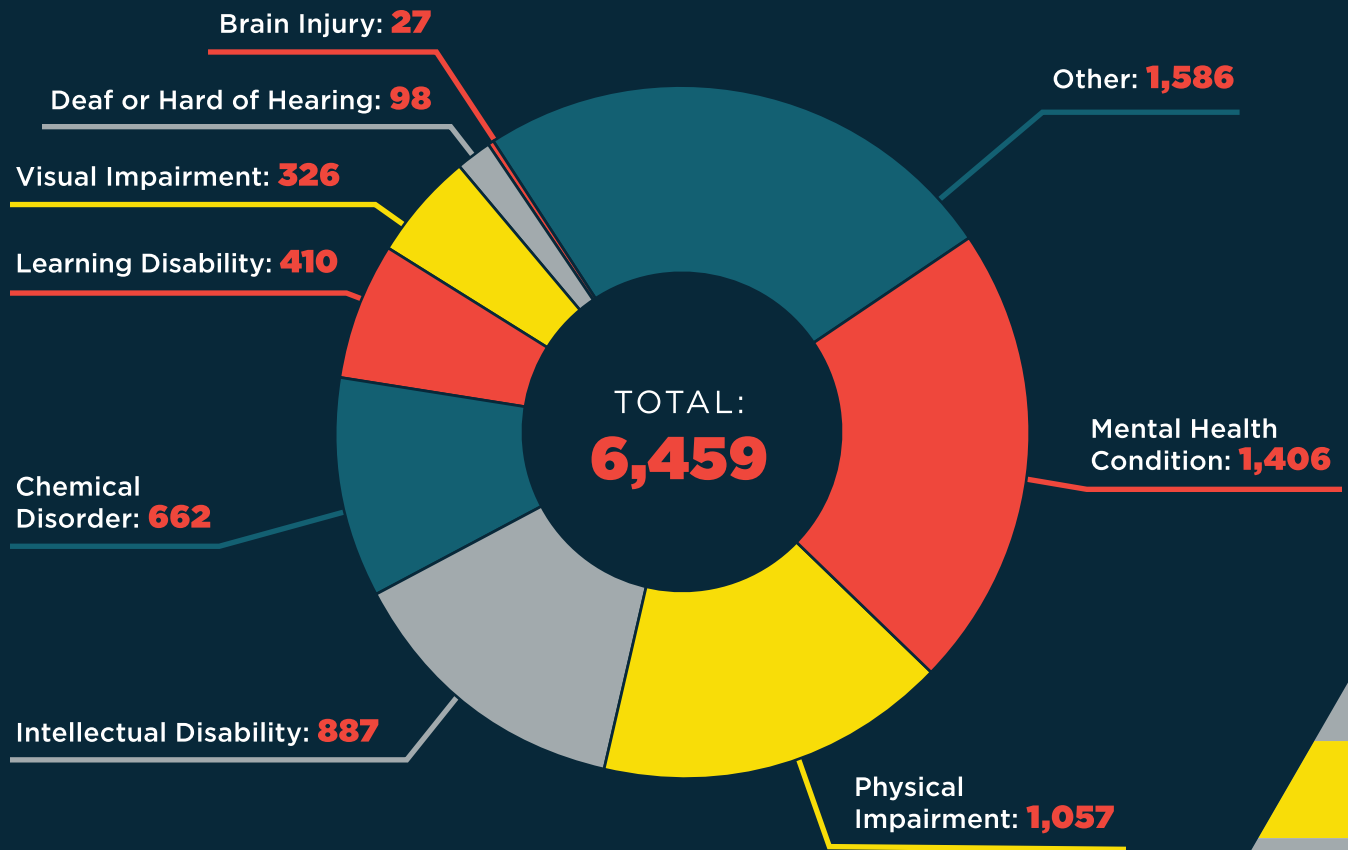
WORKQUEST IS A PRIVATE, NONPROFIT CORPORATION that links Texans with disabilities to meaningful employment opportunities through its partnerships with 114 Community Rehabilitation Programs (CRPs) across Texas. These partner CRPs supply city, county and state government entities with a wide array of products, services and temporary employment services provided by Texas workers with disabilities.

WorkQuest was established in 1978 to implement the *WorksWonders* Program, a Texas State Use Program that facilitates the contracts between CRPs and government purchasers. Under WorkQuest's leadership, the *WorksWonders* Program has grown into one of the largest State Use Programs in the nation.

Purchasing through the *WorksWonders* Program is mutually beneficial for CRPs and government entities. Purchasers receive fair and competitive pricing, a convenient and efficient ordering system and outstanding customer service, while Texans with disabilities are able to obtain meaningful employment. WorkQuest helps to create relationships between CRPs and Program customers, ensuring that both sides receive the support they need for a successful program.

WorkQuest, along with the nearly 6,500 Texans with disabilities who are employed through the *WorksWonders* Program, are ready and eager to support your product, service and temporary employment service needs.


Who We Serve




Annual Wages Including Benefits
Paid to Texans with Disabilities:

\$74,108,182


How It Works




WorkQuest partners with Community Rehabilitation Programs (CRPs) across Texas to identify and develop new products, services and temporary employment services to be offered through the *WorksWonders* Program.




Using established criteria, WorksQuest reviews all requests and presents an application for inclusion in the *WorksWonders* Program, as well as a fair market price, to the Texas Workforce Commission.



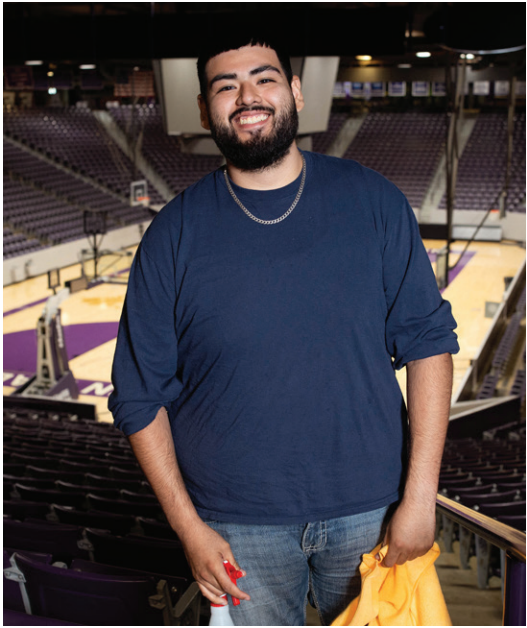
WorkQuest is directly involved in service contract negotiations, bringing the purchasing customer and vendor CRP to agreement on specifications and price.



The Texas Workforce Commission determines whether each product or service is appropriate to be considered for purchase by public agencies.



Once a product or service has been approved, WorkQuest works to develop a marketing plan for that product or service. WorkQuest staff then implements the plan with state agencies, municipalities, school districts and other governmental entities. As products or services are bought by agencies, WorkQuest facilitates compensation between CRPs and those agencies.





Andy Millard

MAKING AN IMPACT THROUGH HIS WORKPLACE



Beacon Lighthouse for the Blind
Wichita Falls, Texas

AT THE BEACON LIGHTHOUSE FOR THE BLIND in Wichita Falls, Andy Millard is known for his strong work ethic and impressive career trajectory throughout his time with the organization.

Millard began working at the Beacon Lighthouse in 1994 after relocating to Wichita Falls to be closer to family. He began his career as a line worker on the scrubber line and has since worked in different positions within the organization before taking on his current position as press operator. Having had experience working in different roles has allowed Millard to gain well-rounded experience and learn many different tasks.

“I’m visually impaired myself so my favorite part of my job is knowing I’m a part of a team that helps other people who are blind or visually impaired,” said Millard. “I like knowing that I do my part by doing the best job that I can.”

Jeffery Scott Aukerman, plant manager and production supervisor at the Beacon Lighthouse, feels privileged to supervise a stand-up employee like Millard and knows he can count on him when needed.

“Andy is my go-to person for any urgent needs,” said Aukerman. “I am very impressed with his work ethic. He knows the products and needs of the Lighthouse by heart, raises any issues that need to be taken care of and makes sure that everything he sends out is perfect.”

In addition to being a trustworthy employee, Millard’s exemplary work and dedication to succeed have allowed him to be relied on to train new employees.

“I like for new employees to be trained under Andy because he knows everything and is really good at explaining our products and processes,” said Aukerman.

Millard feels thankful to work for an organization that has such a purposeful mission and feels honored to be a part of the organization.



“I get a lot out of knowing that I’m part of a team that helps people who are blind.”

— ANDY MILLARD





Joshua Pfuntner

BEING A POSITIVE LIGHT IN THE WORKPLACE

AT THE CITY OF BRYAN RECYCLING CENTER, Joshua Pfuntner is known for bringing a positive energy to the workplace, no matter how challenging a day may be.

Pfuntner is employed at Junction 505 and currently works on a contract with the City of Bryan as a recycling assistant. He found this job through a local newspaper and feels glad to serve the city where he was born and raised.



Junction 505
Bryan, Texas

Junction 505 is a nonprofit organization that is devoted to improving the quality of life for individuals with disabilities by providing meaningful employment opportunities. For Pfuntner, this job has helped him gain new skills and become financially independent.

“With my paycheck, I am able to pay my rent and even invest some of my money in stocks,” said Pfuntner. “I like to save my money and spend it on things I like.”





“The people I work with are really nice. It helps to work with nice people that support me.”

— JOSHUA PFUNTNER

Martin Ramos, manager at the City of Bryan Recycling Center, is proud to supervise a stellar employee like Pfuntner and looks up to him for his positive presence in the workplace.

“Josh lights up every room he is in and has a good outlook on life,” said Ramos. “I know he enjoys the work he does, and he is one of my best employees. He is very friendly, gets along well with everyone and genuinely enjoys being around his coworkers.”

Additionally, Ramos applauds the growth and independence Pfuntner has gained throughout his years at the recycling center.

“Josh is able to do tasks all on his own now,” said Ramos. “When we ask him to take on a task, he knows what to do, what tools to use and what equipment he needs. And he takes on these tasks with a good attitude.”





Paulina Corral

ENJOYING WHAT YOU DO FOR A LIVING



Tejas Roadrunners
Huntsville, Texas

IN EAST TEXAS, PAULINA CORRAL is employed by Tejas Roadrunners, where she works as a cleaning crew member at Stephen F. Austin State University's William R Johnson Coliseum.

Corral began working with Tejas Roadrunners about a year ago and works on multiple custodial contracts providing sweeping, disinfecting and sanitization services. In addition to her work on custodial contracts, she also provides administrative services within the organization such as creating invoices, assisting with payroll and responding to emails.

In her role on the contract with Stephen F. Austin State University, Corral is a part of the cleaning crew that helps to maintain the cleanliness of the William R Johnson Coliseum after games and special events. The crew's duties consist of sweeping the bleachers and wiping down seats inside the arena. Corral says she enjoys being a well-rounded employee by handling various tasks within the organization.



“It is very exciting to get to switch tasks because I love doing office work and also love working with my coworkers in the cleaning crew,” said Corral. “I am always ready to work wherever I am needed.”

Mayra Sanchez, president and CEO at Tejas Roadrunners, is honored to have a multi-faceted employee like Corral on her team and applauds her for her personal growth and ability to lead by example.

“Paulina is a role model for our other employees. When someone is feeling down, she always goes out of her way to encourage them and help keep their spirits up,” said Sanchez. “Being a part of this organization reminds Paulina that there are always steps you can take to reach your goals. She reminds me that reaching your dreams is possible.”

As for Corral, she is honored to work with a team that feels like a second family and is glad that this job has given her the confidence to keep on striving for success.



“I like that I work in an intimate team because I get to interact with my coworkers.”

— PAULINA CORRAL



PEOPLE WITH DISABILITIES

- » Stable, vocational rehabilitation for individuals with disabilities is provided within their own communities.
- » Individuals with disabilities are given the opportunity to become self-sufficient.
- » Efforts to deinstitutionalize people with disabilities are encouraged.
- » Training, meaningful employment and fair wages are provided for individuals with disabilities.

CUSTOMERS

- » Customers receive quality products and services at a competitive price without the hassles of administering a competitive bid.
- » The *WorksWonders* Program offers a wide variety of products and services.
- » Each contract is negotiated individually, allowing for customization to meet specific wants and needs.
- » Customers have one point of contact for all questions involving Program contracts.

TAXPAYERS

- » The *WorksWonders* Program has proven to reduce the cost of care for individuals with disabilities.
- » National studies have shown a savings in public expenditures for purchases made through initiatives similar to the *WorksWonders* Program. Purchases made through the Program contribute to the economic health and vocational productivity of Texans with disabilities, while also saving tax dollars.
- » Since Community Rehabilitation Programs (CRPs) are located in large and small communities, the Program also stimulates local area economic growth.

How We've Grown

TOP 10 CUSTOMERS

October 2022 through September 2023

Service Sales:

Texas Department of Transportation	\$69,037,884
Health and Human Services Commission	7,707,915
City of Houston	6,999,801
Texas Parks and Wildlife Department	3,057,293
City of El Paso	2,374,516
Texas Department of Public Safety	2,283,703
Texas Military Department	2,200,914
City of San Marcos	1,814,109
Texas Facilities Commission	1,295,169
Texas Workforce Commission	1,217,308
Other	5,882,393

TOTAL\$103,871,005

Product Sales:

Texas Department of Criminal Justice	\$19,610,041
Health and Human Services Commission	10,980,721
Texas Department of Transportation	10,396,707
Texas Department of Public Safety	1,796,428
Texas Parks and Wildlife Department	817,676
Texas Military Department	531,513
Texas Department of Motor Vehicles	470,893
Texas Juvenile Justice Department	318,716
Texas Commission on Environmental Quality	222,584
Office of the Attorney General	188,397
Other	1,807,451

TOTAL\$47,141,127

Temporary Employment Service Sales:

Texas Workforce Commission	\$15,040,719
Department of State Health Services	13,359,998
Office of the Attorney General	9,234,629
Health and Human Services Commission	8,899,210
General Land Office	3,937,384
Comptroller of Public Accounts	3,722,219
Texas Department of Transportation	3,703,628
Department of Family and Protective Services	3,412,322
Texas Commission on Environmental Quality	2,818,269
Department of Agriculture	1,724,022
Other	11,226,039

TOTAL\$77,078,440

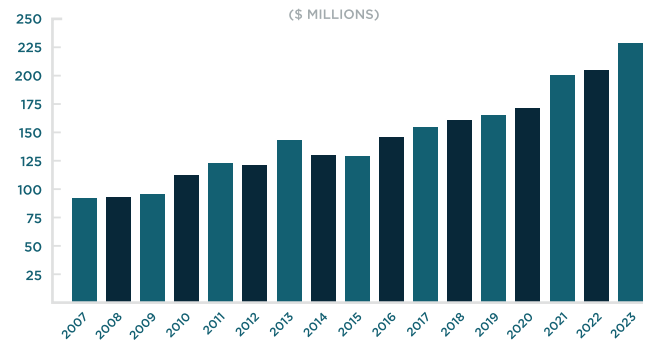
TOP 10 PRODUCTS

October 2022 through September 2023

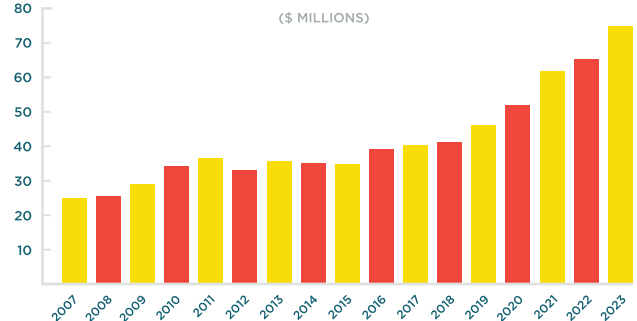
Toilet Tissue	\$4,917,981
Bond Paper, Including Recycled	4,892,070
Gloves/Finger Covers, Medical Type	3,354,617
Safety Shirts	1,803,572
Trash Can Liners	1,795,915
Bag, Paper	1,773,479
Fish	1,724,345
Posts for Delineator Markers	1,721,362
Lunch Tray	1,620,876
Safety Shoes and Boots	1,597,983
Other	21,938,927

TOTAL\$47,141,127

SALES GROWTH



WAGES GROWTH



CRP Partners

- › Upper Valley Helpsource, Inc., Alice
- › Fresh Start of Monroe, Inc., Amarillo
- › A Brothers Keeper, Arlington
- › Austin Task, Inc., Austin
- › Easter Seals Central Texas, Inc., Austin
- › Goodwill Temporary Services, Inc. – Service Contracts, Austin
- › Goodwill Temporary Services, Inc., Austin
- › Peak Performers, Austin
- › Professional Contract Services, Inc., Austin
- › Relief Enterprise of Texas, Inc., Austin
- › Travis Association for the Blind, Austin
- › VRC Industries, Austin
- › Beaumont Products & Services, Inc., Beaumont
- › Opportunities for Deserving Individuals, Inc., Beaumont
- › Spindletop Center, Beaumont
- › Spanglish Foundation, Belton
- › West Texas Centers, Big Spring
- › Center for Life Resources/Janie Clements Industries, Brownwood
- › Junction Five-O-Five, Bryan
- › SDR & Associates, Inc., Canton
- › G&H EQUITAS Foundation, Corpus Christi
- › Goodwill Industries of South Texas, Inc., Corpus Christi
- › Goodwill Industries of South Texas, Inc. – Temporary Services, Corpus Christi
- › Nueces Center for Mental Health and Intellectual Disabilities, Corpus Christi
- › South Texas Lighthouse for the Blind, Corpus Christi
- › The EB Foundation, Corpus Christi
- › Woods, Etc., Corpus Christi
- › Bootstraps Occupational Services, Inc., Crawford
- › Dimmit/Zavala County IDD Work Center, Crystal City
- › A Lift for Life Outreach Center, Inc., Dallas
- › Envision, Dallas Lighthouse for the Blind, Dallas
- › Goodwill Industries of Dallas, Inc., Dallas
- › Rising Star Resource Development Corporation, Dallas
- › Rising Star Resource Development Corporation – Temporary Services, Dallas
- › U&I, Dallas
- › U&I – Temporary Services, Dallas
- › Tex-Spice, Devine
- › Frio County IDD Work Center, Dilley
- › Maverick County IDD Work Center, Eagle Pass
- › Aldersgate Enrichment Center, Early
- › Goodwill Services, Inc., El Paso
- › Goodwill Services, Inc. – Temporary Services, El Paso
- › PRIDE Industries, El Paso
- › ReadyOne Industries, El Paso
- › Xceed Resources, El Paso
- › Wilson County IDD Work Center, Floresville
- › Amplify, Fort Worth
- › Goodwill North Central Texas – Temporary Services, Fort Worth
- › Growing New Generations, Fort Worth
- › Liberty Proclaimed Ministry, Fort Worth
- › Lighthouse for the Blind of Fort Worth, Fort Worth
- › New Hope Academy of Fort Worth, Fort Worth
- › Redirection Opportunities, Fort Worth
- › Woodcreek Outreach Rehabilitation Development, Glidden
- › Center for Recovery and Wellness Resources, Houston
- › Goodwill Industries of Houston – Temporary Services, Houston
- › L&V Enterprise Resources Inc., Houston
- › Launch Point CDC, Inc., Houston
- › Lending Helping Hands to Others, Houston
- › Lieutenant's House., Houston
- › Lighthouse for the Blind of Houston, Houston
- › Link Labor and Construction, Houston
- › On Our Own Services, Inc., Houston
- › Open Wings Independent Living, Inc., Houston
- › Southeast Keller Corporation, Houston
- › Southeast Vocational Alliance, Houston
- › Texas House, Inc., Houston
- › The Homestead Community Development Corporation, Houston
- › United Resource Group US, Houston
- › Second Chances – Starting Over Again, Humble
- › ODJ, Inc., Huntsville
- › RUCON, Inc., Huntsville
- › Saumya, Huntsville
- › Tejas Roadrunners Non-Profit Corporation, Huntsville
- › Gateway Community Partners, Inc., Jacksonville
- › Enterprise Professional Services, Inc., Lakeway
- › Goodwill Industries of Lubbock Contract Services, Inc., Lubbock
- › Marian Moss Enterprises, Inc., Lubbock
- › Burke Center, Lufkin
- › Goodwill Industries of Central East Texas, Inc., Lufkin
- › Goodwill Industries of Central East Texas, Inc. – Temporary Services, Lufkin
- › Oak Creek Day Habilitation/ Vocational Center, Lufkin
- › Squeaky Clean Solutions.org, Magnolia
- › Cen-Tex A.R.C., Mexia
- › PermiaCare, Midland
- › Vocational Opportunity Center of Northeast Texas, Inc., Mount Pleasant
- › Camp County Developmentally Disabled Association, Inc., Pittsburg
- › Lufkin State Supported Living Center, Pollok
- › Atascosa County IDD Work Center, Poteet
- › West Texas Lighthouse for the Blind, San Angelo
- › Beacon Group, San Antonio
- › Endeavors Unlimited, Inc., San Antonio
- › E.Q.U.I.P. Enterprises, Inc., San Antonio
- › Goodwill Industries of San Antonio - Contract Services, San Antonio
- › HIP Healthy Innovative Processes, San Antonio
- › San Antonio State Supported Living Center, San Antonio
- › South Texas Housing and Community Development, Inc., San Antonio
- › Training Rehabilitation & Development Institute, Inc., San Antonio
- › Vibrant Works, San Antonio
- › World Technical Services Inc., San Antonio
- › Daniel Pest Control and Professional Services, Seguin
- › Goodwill Industries of Northeast Texas, Sherman
- › Goodwill Industries of Northeast Texas – Temporary Services, Sherman
- › Andrews Diversified Industries, Tyler
- › Goodwill Industries of East Texas, Inc., Tyler
- › Goodwill Industries of East Texas, Inc. - Temporary Services, Tyler
- › Horizon Industries, Tyler
- › Heart of Texas Goodwill Industries, Inc., Waco
- › Heart of Texas Goodwill Industries, Inc. - Temporary Services, Waco
- › RGG Construction Company, Weslaco
- › RGR Industries, Inc., Weslaco
- › Texana Center, Wharton
- › Beacon Lighthouse, Inc., Wichita Falls
- › Work Services Corporation, Wichita Falls



WorkQuest Central Store and Warehouse



FOR YOUR ONE-
STOP SHOPPING
NEEDS, VISIT
THE WORKQUEST
CENTRAL STORE
AND WAREHOUSE
IN AUSTIN

View all of the *WorksWonders* products on our website, WorkQuest.com, or order a catalog by calling **(512) 451-8145**.



Corporate Officer

President/CEO: Fred M. Weber, Jr.

Board of Directors

Chair: John Luna | Euless, TX

Vice-Chair: Brian Miller | Austin, TX

Treasurer: Peggy Foreman | Austin, TX

Secretary: Jack Nash | Austin, TX

Chairman Emeritus: Gibson DuTerroil | Houston, TX

Members: Kevin Jackson | Austin, TX

Jason Modglin | Austin, TX

Donnie Williams | Austin, TX

Advisory Board Members

Lori Henning | Austin, TX
Texas Association of Goodwills

Judy Koetter | Wichita Falls, TX
Beacon Lighthouse, Inc.

Stephan Saia | Austin, TX
EPSI

Central Store

(512) 834-8242

1130 Rutherford Lane
Building 1, Suite 190
Austin, Texas 78753

WorkQuest

www.workquest.com

Main Office

(512) 451-8145

1011 East 53 ½ Street
Austin, Texas 78751